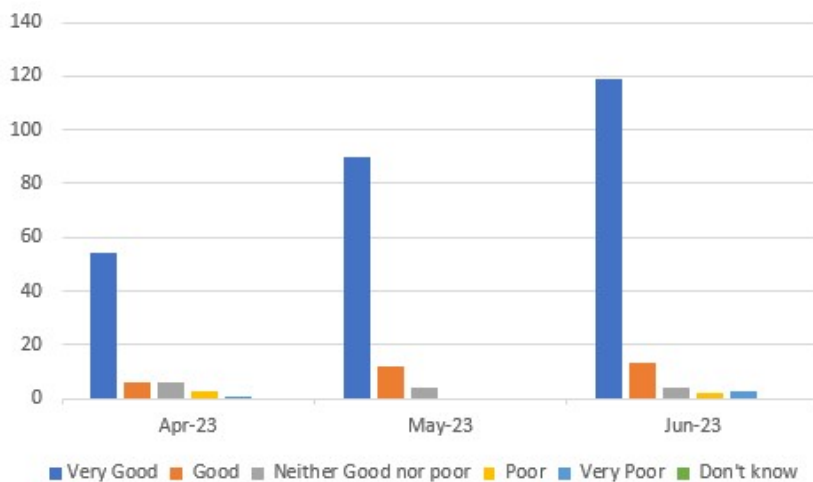




## Friends & Family Test Results April to June 2023

317 responses were received



### Feedback based on recent experience at the Practice

#### April

86% positive

6% negative

8% neutral

#### May

96% positive

0% negative

4% neutral

#### June

94% positive

3% negative

3% neutral

### A Selection of Comments Received From Patients

- ◆ I always receive excellent service and support from all doctors, nurses and reception staff.
- ◆ Always friendly and helpful even when busy as it was.
- ◆ I detected a genuine sense of care in my experience at the Atrium. Helpful and focused advice.
- ◆ The advice and instruction I was presented with was very good and extremely helpful.
- ◆ The receptionist was most helpful. My appointment with the nurse was on time and everything was explained fully.
- ◆ Prompt reply and help after sending an eConsult.
- ◆ Very helpful and thorough doctor, explained everything and listened to what I was experiencing.
- ◆ I was given information and help and nothing seemed too much trouble.
- ◆ The attention I received was of the highest professional calibre and expertly administered.
- ◆ Found it useful as pharmacist listened to me and answered my questions. Also face to face helpful.
- ◆ I am so grateful for the speed with which my problem is being dealt with and for the level of professional care and consideration that I have received today from all of the staff involved.